



Community Service Division Program Fact Sheets

State of Washington

Department of Community, Trade and Economic Development

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<http://www.cted.wa.gov>



Access to Telework Loan Fund

Providing employment options for Washington residents with disabilities

Purpose

The Access to Telework Loan Fund through is a new program that provides low-interest loans to help entrepreneurs and employees with disabilities purchase equipment for home-based businesses and/or employment.

Results and Achievements

New program implemented in February 2004.

Performance Measures

Increase the number of loans to people with disabilities for assistive technologies to further telework employment.

Services

Telework loans can be used for any type of equipment that an entrepreneur or employee with a disability needs to launch or expand a successful telework employment or business.

The program has no upper or lower income restrictions, and is particularly interested in helping individuals with low income or poor credit to qualify.

Applicants are required to provide a business or employment plan. WATF can assist with plan development either directly or through referral to other agencies.

Fast Facts

- All funds for the program come from the U.S. Department of Education. A 10 percent match is required.
- Washington Assistive Technology Foundation acts as the statewide contractor.
- CTED is responsible for passing through federal funds, monitoring the contract and budget, and providing technical assistance.

Statutory Authority

PL 105-659 Rehabilitation Act of 1975, as amended - U.S. Dept. of Education

RCW 43.63A.275

For More Information

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Access to Telework Loan Fund



Assistive Technology Loan Fund

Reducing utility costs for Washington's low-income residents

Purpose

The Assistive Technology Loan Fund provides low interest loans and other services to help people with disabilities, including senior citizens, obtain the technologies they need to live independently, succeed at school and work, and participate fully in community activities.

Results and Achievements

New program implemented in February 2004.

Performance Measures

- Increase the number of loans to people with disabilities, including seniors, for assistive technology for living and employment

Services

The Fund provides low interest loans and other services to people with disabilities to obtain assistive technologies. The program has no upper or lower income restrictions, and is particularly interested in helping individuals with low income or poor credit to qualify.

Fast Facts

- All funds for the program come from the U.S. Department of Education. A one-third match is required.
- Washington Assistive Technology Foundation acts as the statewide contractor and provides low-interest loans and related services.
- CTED is responsible for passing through federal funds, monitoring the contract and budget, and providing technical assistance.

Statutory Authority

PL 105-659 Rehabilitation Act of 1975, as amended - U.S. Dept. of Education

RCW 43.63A.275

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Assistive Technology Loan Fund



Civil Indigent Legal Services

Providing legal assistance to those who cannot afford otherwise

Purpose

The Civil Indigent Legal Services program through the Office of Crime Victims Advocacy (OCVA) provides legal representation for low-income residents who can't afford a lawyer to resolve civil disputes. Almost one million people in Washington state currently live at or below the federal poverty level and have limited or no advocate resources in the court system.

Results and Achievements

Civil Legal Indigent Services: About 4,000 Washington state households will get direct legal services each year through this program. Staff also provides consultation and training to personnel in agencies that serve thousands of low-income people each year.

Alternative Dispute Resolution System: Currently, the Washington State Grange has developed and secured approval of uniform mediation protocols, training materials and protocols for attorney mediators, recruited and trained 11 attorney mediators, will monitor the use and outcomes of mediations to insure their volunteerism, cultural competence and appropriate confidentiality considerations.

Performance Measures

OCVA measures performance of Civil Legal Indigent Services by receiving reports describing services rendered based on the geographic proportionality of persons at or below 125 percent of the Federal Poverty level throughout Washington state.

OCVA measures performance of the ADRS by receiving monthly reports from the Washington State Grange on the establishment of policies and protocols, trainings, and number of mediations performed with outcomes.

Fast Facts

- Program provides direct legal representation to more than 18,000 clients in matters that affect their most fundamental and basic needs for food, shelter, physical safety, human and civil rights, and family relationships
- Seventy percent of low-income people with family related legal problems do not secure necessary legal assistance (WA State Civil Legal Needs Study, 2003)

For More Information

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Civil Indigent Legal Services

Statutory Authority

RCW 43.08.260

*Public Safety and education
account to fund civil
representation of indigent
persons*

RCW 43.08.270

*Joint legislative civil legal
services oversight committee*

Services

The Office of Crime Victims Advocacy (OCVA) contracts with the Northwest Justice Project in nine regional offices to provide statewide services for domestic relations and family law; public assistance and health care; housing and utilities; social security; mortgage foreclosures; home protection bankruptcies; consumer fraud and unfair sales practices; rights of residents of long-term facilities; wills, estates and living wills; elder abuse; and guardianships.

In 2004, the Washington State Legislature appropriated \$100,000 of state general funds to develop an alternative dispute resolution system (ADRS) to mediate disputes between farmers and farm workers.

That same year, OCVA contracted with the Washington State Grange, (a qualified general farm organization with members in every county in Washington State) to develop and administer a statewide voluntary alternative dispute resolution system for disputes between farmers and farm workers. The Grange is currently in the process of developing policies, protocols and trainings for the early identification of employment disputes, sharing of information, and standards for qualified mediators to adhere to when performing dispute resolutions. The voluntary mediation system will begin providing services in approximately February of 2005.

"Equal access to justice for all is a cornerstone of democracy, and it is unacceptable that the vast majority of Washington's poor and vulnerable residents are unable to obtain necessary legal assistance."

- David Savage,
Washington State Bar
Association



Community Jobs

Building skills and employment opportunities for every person

Purpose

Community Jobs serves TANF parents who have no significant work history, have already completed Employment Security's Job Search Program unsuccessfully and have numerous barriers to employment. This program combines intensive case management with paid on-the-job work experience. CTED contracts with local community organizations to provide services to these parents. These local organizations have strong case-management services and are able to link parents to other locally based assistance programs to provide the supports TANF parents need to succeed. The participants' TANF grants are converted to a paycheck, and they are placed on a worksite at a public agency or with nonprofit organizations for up to 20 hours per week. They develop a work history, good work habits, and obtain real worksite experience. They also undergo additional training, skill development, and address personal or family barrier removal with the goal of being placed in unsubsidized employment.

Results and Achievements

Since it began in 1997, the Community Jobs program has served 13,500 TANF participants with a 60 percent employment rate.

Services

- Develop performance contracts with 16 Community Jobs contractors who provide statewide coverage
- Contractors provide or develop links to provide services to participants who are Limited English Proficiency (LEP), ex-criminal offenders, non-custodial parents, at-risk youth, and other challenged job seekers

Fast Facts

- The number of families on TANF (WorkFirst) has dropped from nearly 97,000 in 1997 to less than 56,000 in September 2004
- The annual number of Community Jobs participants has decreased from 4,400 per year to 2,100 per year due to caseload and funding reductions
- An enhancement to the program allows for placement in private sector jobs; this is known as "Career Jump."

Statutory Authority

RCW 74.08A.330
Community service program

For More Information

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Community Jobs

- Participants are placed at public or nonprofit agency jobs where coaches help them learn work skills and deal with other issues in their lives
- Participants are assessed and referred to a variety of services to remove barriers and stabilize their families
- Participants are provided support in entering and maintaining unsubsidized employment when they complete the Community Jobs program

Performance Measures

- Placement of 57 percent of participants in unsubsidized employment within nine months of initial enrollment



Community Services Block Grant

A comprehensive granting program to assist local communities in combating poverty

Purpose

The Community Services Block Grant (CSBG) provides funding, technical assistance and support to 31 statewide Community Action Agencies (CAA's) and their Associations to both ease the effects of poverty and eliminate the causes of poverty.

Results and Achievements

From January through December 2004, the network served 571,009 people in 208,129 households. In addition to supporting major CTED housing, food, and energy programs, CSBG changed communities by managing:

- 27,716 spaces for childcare and child development
- 7,069 educational opportunities
- 887,466 hours of volunteer--that equals about 425 full-time workers

Performance Measures

Thirty-five thousand families statewide will improve self-sufficiency as a result of CSBG services

Services

CAAs provide services according to local action plans. Services include housing, energy assistance, nutrition, employment and training as well as transportation, family development, health care, emergency food and shelter, money management and micro business development. CAAs are charged with bringing all sectors together to strengthen community well being.

Fast Facts

- Nearly 7,000 families received emergency medical care
- Over 4,800 youth improved their social and emotional development
- Nearly 16,000 seniors received services to help them live independently

Statutory Authority

RCW 43.63A.105
Designation of local community action and community service agencies

RCW 43.63A.115
Community Action Agency network, delivery of anti-poverty programs

For More Information

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Community Services Block Grant



Community Voice Mail Program

Providing tools to those in needs to connect with services and gain employment

Purpose

The Community Voice Mail (CVM) Program brings social service delivery into the 21st Century by using telecommunications technology to link people who would be otherwise be out-of-touch with employers, landlords and health care providers.

Results and Achievements

- In 2003, 15,637 subscribers across Washington State had access to CVM
- The system services people in 30 counties and more than 350 service providers across the state provide free or discounted 24-hour voice mail to families who are in or moving out of crisis situations

Performance Measures

Increase the number of voicemail boxes used by WTAP eligible households to maintain telephone contact

Services

CVM supplies phoneless, homeless and unemployed people with 24-hour access to telephone messages they might not otherwise receive from potential service providers, employers and case managers.

Ten agencies are managing CVM with state funding with a combined capacity to assign 7,880 mailboxes.

Fast Facts

- Users has a traditional phone number and personal greeting along with a private pass code to retrieve messages
- Seattle's program reported that 88 percent of users found employment within 60 days of using the service, compared to 16 percent who found jobs without the service.

Statutory Authority

RCW 80.36.430
Washington Telephone Assistance Program

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Community Voice Mail Program



Court Appointed Special Advocates Program

Supporting Washington's vulnerable children as they move through the court system

Purpose

The Office of Crime Victims Advocacy (OCVA) contracts with a statewide association to implement the Court Appointed Special Advocates Program (CASA) that helps local programs recruit, train and supervise advocates to help abused and neglected children involved in the court system.

Results and Achievements

In 2003, 2,155 CASA volunteers represented 6,461 abused children

Performance Measures

The goal is to help reduce the trauma in a child's life that is already impacted by abuse, neglect or domestic violence

Services

Minors involved in juvenile or family court have a right to use a court appointed special advocate (CASA) or guardian-ad-litem (GAL) to represent the child's best interests in court.

OCVA is responsible for helping the Washington State CASA _ a nonprofit statewide organization _ provide assistance to existing CASA/GAL programs, legal resources and training.

Appointing qualified, trained volunteers instead of paying legal representatives to meet state and federal requirements saves tax dollars. More importantly, this representation reduces the number of moves for a child in foster care as well as the length of time a child spends in foster care

Fast Facts

- In 1977, King County Judge David Soukup started a volunteer guardian ad litem program to make sure he would know all he could about the long-term welfare needs of each child that came through his courtroom
- CASA volunteers advocate for the best interests of the child in complex legal proceedings

Statutory Authority

RCW 13.34.100
Appointment of guardian ad litem

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Court Appointed Special Advocates Program



Developmental Disabilities Council

Supporting the independence, productivity and inclusion of Washington's residents with developmental disabilities

Purpose

The Governor-appointed Developmental Disabilities Council (DDC) is advocates for services and supports that enhance the independence, productivity, integration and inclusion into the community of individuals with developmental disabilities and their families in Washington State. The council's Governor-assigned designated state agency is the Department of Community, Trade and Economic Development (CTED).

Results and Achievements

The council submits to the the federal granting agency and publishes an Annual Performance Report outlining the results of council investments achieved through contracted projects and staff activities. A copy of the report is available on the website at ddc.wa.gov or by contacting the council office at 1-800-634-4473.

Performance Measures

DDC advocates on behalf of an estimated 100,000 individuals with developmental disabilities. The council's performance is measured by progress in 37 data and stakeholder driven performance targets in the council's Five-Year State Plan and within 11 federally defined goals in child care, early intervention, education, health care, employment, housing, community supports, self-advocacy, recreation and transportation.

Services

Council members are individuals with developmental disabilities, parents, family members or guardians, and representatives from local service-providing agencies and state agencies.

The Council works to improve service delivery and increase citizen participation in policy making. Council staff works collaboratively with

Fast Facts

- There are an estimated 100,000 Washington residents with developmental disabilities.
- Disability is a natural part of human existence and does not limit one's rights or participation in life.
- People with developmental disabilities, with support and services, can fully participate in all aspects of life: school, work, recreation and community service.

Statutory Authority

The DD Council is authorized by Public Law 106.402 and established in Executive Order 96-06.

For More Information

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Developmental Disabilities Council

developmental disability partners to build capacity, support system change and advocate for culturally appropriate consumer/family centered supports that promote independence, productivity, integration and inclusion.

The council provides grants to non-profits, community organizations and government agencies to achieve outcomes and performance targets in the council's Five-Year State Plan.



Developmental Disabilities Endowment Trust

Life Opportunities Trust, a program of the Developmental Disabilities Council

Purpose

The Washington State Developmental Disabilities Endowment Trust Fund, now known as the Life Opportunities Trust, was established by the Legislature to provide the opportunity for individuals with developmental disabilities and families to prepare for lifelong care needs.

Results and Achievements

- Enrollments were 122 Fiscal Year 2003 and 129 in FY 2004
- Fees collected are on track to meet the program costs for FY 2005
- Investment portfolio is meeting the established objectives

Performance Measures

- 125 Trust accounts are opened annually
- Fees collected support the cost of Governing Board activities; marketing, outreach, and enrollment activities; accounting/bookkeeping services, and staffing
- Investments made by the Washington State Investment Board achieve the Governing Board's objectives of maximum return at a prudent level of risk based on identified investment time horizons, ensuring sufficient income is available to fund expected needs, and not compromising public confidence in the program

Services

The Legislature provided \$5 million dollars for matching private contributions. The Life Opportunities Trust is public-private partnership where families of and individuals with developmental disabilities can save money for lifelong care needs such as work training, assistive

Fast Facts

- Investment income has averaged six percent annually since the fund was created in July 2002
- By June 2005, approximately half the slots for matching funds will be filled
- Program has opened more funded accounts in the first two years than any other Developmental Disabilities Special Needs Trust program in the nation.

Statutory Authority

RCW 28A.215
Early Childhood Education Program

For More Information

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Developmental Disabilities Endowment Trust

technology, respite care, specialized transportation, adaptive equipment and employment supports without jeopardizing their entitlement to government benefits such as Supplemental Security Income and Medicaid, and receive state matching funds and earnings. (Matching funds are subject to annual and lifetime limits.)



Domestic Violence Legal Advocacy Program

Protecting the rights of Washington's victims of domestic violence

Purpose

The Office of Crime Victims Advocacy (OCVA) Domestic Violence Legal Advocacy (DVLA) Program supports a victim's attempt to end a violent relationship by holding offenders accountable through the criminal justice system.

Results and Achievements

The Crime in Washington 2003 Annual Report records more than 51,589 domestic violence offences. The same year, DVLA contracts supported nearly 16,000 units of legal advocacy services to approximately 31,000 victims of domestic violence and their children each year.

Performance Measures

OCVA measures performance by the units of legal advocacy services provided to victims of domestic violence by each agency with a DVLA contract. The goal is to decrease the incidence of domestic violence by facilitating the victims' access to and participation in the civil and criminal justice processes.

Services

OCVA contracts with 47 community-based domestic violence programs to provide direct services to victims. Acting on behalf of victims of domestic violence and their children, legal advocates ensure their safety and rights are protected within the criminal justice and civil court systems. They assist victims with protection and anti-harassment orders; divorce and separation papers; child custody or visitation orders; and help victims get needed financial aid and social services.

Fast Facts

- Domestic violence is a crime with extremely high lethality rate. Readily available legal advocacy services increase safety for Washington families
- DVLA funds supporting legal advocates around the state equates to approximately 19 FTEs each year providing assistance to victims of domestic violence
- Reductions in DVLA funds will reduce access to orders of protection for victims of domestic violence

Statutory Authority

Funding made available by the U.S. Department of Justice, Bureau of Justice Assistance, to implement the Anti-Drug Abuse Act of 1990

For More Information

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Domestic Violence Legal Advocacy Program



Early Childhood Education and Assistance Program

Helping Washington's low-income and at-risk children and their families

Purpose

The Early Childhood Education and Assistance Program (ECEAP) provides funding, technical assistance, and support to 33 local providers throughout the state. These contractors offer comprehensive, family-focused preschool services, designed to help low-income and at-risk children and their families succeed in school and life. ECEAP's target population is three- and four-year-old children who are at or below 110 percent of Federal Poverty Guidelines.

Results and Achievements

From July 2004 to June 2005, ECEAP contractors cumulatively served 6,829 children and families. Statewide highlights include:

- In a national study of state pre-kindergarten programs, ECEAP scored highest in teaching, adult-child interactions, and classroom quality while serving the poorest children in the study
- ECEAP children showed significant gains in language and literacy skills between fall and spring assessments, even though scores for four-year-olds in poverty typically show declines
- Family support staff spent more than 34,000 hours with families to identify strengths, needs, goals, and help families access community resources
- Community members and ECEAP parents/caretakers contributed over 55,000 volunteer hours
- Local programs reported leveraging more than \$9.7 million worth of in-kind goods, services, and donations
- Twenty ECEAP contractors provided specialized health activities through a partnership with the Department of Health and the USDA. In 2005, 1,900 children and 1,200 adults participated in family nutrition events. Fifteen community cookbooks were distributed to over 2,000 households

Fast Facts

- Children who participate in high quality preschool are more likely to be at grade level in achievement, 50 percent less likely to need special education services, and 25 percent less likely to be held back by the end of third grade.
- Participants also have lower rates of teen pregnancy, decreased delinquency, higher graduation rates, and higher rates of employment.
- Studies show for every dollar invested in high quality preschool programs, taxpayers save up to \$7 in future costs.

For More Information

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Early Childhood Education and Assistance Program

Statutory Authority

RCW 28A.215
*Early Childhood Education
Program*

Performance Measures

Provide comprehensive pre-K services so that low-income children are successful in school.

Services

CTED provides funds and technical assistance to 33 ECEAP contractors, serving 36 counties. ECEAP contractors provide a variety of services for children and families, including:

- Preschool experiences
- Nutritious snacks and meals
- Health screenings
- Family support in accessing resources and social services
- Leadership opportunities for parents/caretakers
- Adult education opportunities, such as English as a Second Language, Adult Basic Education, parenting classes, career counseling, and job skills training.

“ECEAP works! It is an extremely effective model to help children gain the skills they need to be successful in kindergarten and help their parents gain skills to support their child’s education.”

–Dr. Wendy Roedell, Ph.D.
Assistant Superintendent,
Puget Sound ESD 121,
Burien



Emergency Food Assistance Program

Helping ease hunger in Washington State through food bank support

Purpose

The Emergency Food Assistance Program assists local organizations and tribes in providing food to low-income, vulnerable individuals.

Results and Achievements

1.4 million people received emergency food services in 2005

Performance Measures

Provide emergency food to increase the food security of vulnerable children and adults who use food banks

Services

Funding for 320 food banks and distribution centers to pay for staff, operational expenses, equipment, and food.

Funding for 31 tribes to issue emergency food vouchers and administer food bank programs.

Funding for the purchase of food for clients with special dietary needs, such as diabetes, HIV/AIDS, cancer, heart disease, those who are pregnant, or those who have cultural preferences.

Training for food bank staff and volunteers across the state so that they can more appropriately provide for the needs of their special dietary needs clients.

Fast Facts

- Forty percent of those served at food banks are children
- Washington state is ranked 9th in hunger, according to the most recent USDA national survey
- Tribal voucher programs and food banks experienced 6.31 million visits in Fiscal Year 2005

Statutory Authority

RCW 43.330.130
Services to the poor and disadvantaged

For More Information

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Emergency Food Assistance Program



Grants to Encourage Arrest Policies and Enforcement of Protection Orders Program

Purpose

The Office of Crime Victims Advocacy (OCVA) administers a grant from the federal Grants to Encourage Arrest Policies and Enforcement of Protection Orders Program. The program encourages jurisdictions to implement mandatory or pro-arrest policies as an effective domestic violence intervention that is part of a coordinated community response to the problem.

This program challenges the victim advocates, police officers, pre-trial service personnel, probation and parole officers and community leaders to work together for solutions to effectively address the problem of domestic violence, ensure victim safety and hold offenders accountable.

OCVA currently funds two projects: 1) Advocating for Immigrant Victims of Domestic Violence Project and Sexual Assault and 2) Stalking Within the Context of Domestic Violence Project. Both these programs were funded for 24 months beginning September 1, 2005 and ending on August 31, 2007.

"The legal needs of immigrant survivors of domestic violence are more complex than those of non-immigrant victims."

—GTEAP application

"Domestic violence, sexual assault and stalking intersect in ways that can greatly increase risk for serious harm for domestic violence victims."

—GTEAP application

Results and Achievements

- Advocating for Immigrant Victims of Domestic Violence: four regional, two-day training institutes on advanced advocacy issues facing battered immigrants will be held with technical assist follow-up provided as necessary. Students from Seattle University's School of Law will be trained to provide advocacy for victims in Immigration Court. Advocacy will be provided through the Northwest Immigrant Rights Project to victims seeking assistance.
- Sexual Assault and Stalking Within the Context of Domestic Violence: Local and statewide task teams have been organized to oversee the project. Local and statewide policies and procedures for responding to victims of domestic violence will be reviewed for victim service agencies, law enforcement agencies and prosecutors' offices.

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Grants to Encourage Arrest Policies and Enforcement of Protection Orders Program

Statutory Authority

United States Department of Justice, Office of Justice Programs, Violence Against Women Program Office under authority of Title IV of the Violent Crime Control and Law Enforcement Act of 1994 Public Law Number 103-322, 108 Stat. 1796 (Sept. 13, 1994)

Performance Measures

Advocating for Immigrant Victims of Domestic Violence: Sixty shelter programs will have staff trained on working with immigrant victims of domestic violence. In addition they will use two documents produced by project partners: 1) Working with Immigrant Victims of Domestic Violence and 2) Know Your Rights - Materials for Immigrant Communities.

Sexual Assault and Stalking Within the Context of Domestic Violence: Three counties will have revised domestic violence policies and procedures for law enforcement, prosecution and victim service agencies in responding to victims of domestic violence who may also be victims of sexual assault and stalking. A statewide model policy will also be developed in order to enhance safety for victims while maintaining offender accountability.

Services

The Advocating for Immigrant Victims of Domestic Violence Project aims to implement legal advocacy and referral services through the Northwest Immigrant Rights Project and Seattle University School of Law's Access to Justice Program. In addition, local domestic violence programs will be trained on building advocacy services to respond to battered immigrant women.

The Sexual Assault and Stalking Within the Context of Domestic Violence Project will implement local and statewide response to sexual assault and stalking that occurs within the context of domestic violence. While expanding the criminal justice response to domestic violence, community-based victim service agencies will also prepare to serve domestic violence victims whose cases include sexual assault or stalking crimes. Concurrently, local and statewide coordinated community response teams will be reviewing and developing policies and protocols and implementing training on the intersection of these crimes.



Indeterminate Sentence Review Board

Keeping victims informed of their rights during sentencing review

Purpose

The Office of Crime Victims Advocacy (OCVA), through an agreement with the Indeterminate Sentence Review Board (ISRB), provides information to victims in cases under the Board's jurisdiction regarding parole eligibility reviews and determination of release of certain sex offenders.

Results and Achievements

About 25 cases each month are scheduled for parole eligibility reviews. In approximately 20 percent of these cases, victims are contacted and choose to participate in the review process.

As the caseload for the sex offenses or the Community Custody Board (CCB) increases over the next several years, it is expected that the Board will be reviewing approximately 400 of these cases per year.

Performance Measures

OCVA measures the level of performance based on the number of cases reviewed by the OCVA staff member

Services

Crime victims have a right under the state constitution to be heard when offenders are considered for release to the community. An OCVA staff member assists victims who choose to participate in this process.

Two of ISRB's responsibilities are:

- Determine whether inmates who have served the minimum term previously established shall be released on parole
- Determine if offenders convicted of certain sex offenses pose a future risk to the community and should be released from confinement

If the ISRB finds that an inmate's rehabilitation is complete and that he or she is a fit subject for release, it directs that a parole plan be

Fast Facts

- Victims of felony crimes have a constitutional right to make a statement at any hearing where an offender's release is being considered
- The Board reviews approximately 25 pre-1984 offenders that are still incarcerated each month, considering them for parole if they have been rehabilitated and fit for release.
- The Board's Community Custody Board caseload is expected to increase to approximately 400 cases per year by 2006

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Indeterminate Sentence Review Board

Statutory Authority

RCW 43.280.080
*Office of Crime Victims
Advocacy*

developed for its review and approval. For certain sex offenses (Community Custody Board cases), the Board must determine whether it is more likely than not that the offender will commit a future sex offense if released on conditions sets by the Board.

When inmates are scheduled for parole eligibility reviews or release on the CCB's, an OCVA staff member reviews files to identify victims and locate any available contact information. If contact information is found, OCVA staff attempt to inform victims regarding upcoming reviews and their rights to participate. Assistance is provided to those who choose to participate.



Long-term Care Ombudsman Program

Protecting the rights of Washington's long-term care residents

Purpose

Ombudsmen protect and promote the rights and quality of life of long-term care residents by providing a presence in long-term care facilities, and by working with state agencies and stakeholders to make improvements in long-term care laws, regulations and practices.

Results and Achievements

Last year, the Program resolved 91 percent of more than 4,000 complaints without referral to expensive state complaint resolution programs.

Performance Measures

Minimize the number of complaints that result in claims by residents in long-term care facilities or result in referrals to state agencies for resolution.

Services

Ombudsmen, as mandated by the Federal Older Americans' Act, work locally with residents, families, facility providers, and staff to address the concerns of those who live there and eliminate abuse, neglect and exploitation of residents.

The contractor, Multi-Service Center of south King County, houses the Office of the State Ombudsman, employs the State Ombudsman, subcontracts with 14 regional offices and two legal services subcontractors, and maintains the statewide complaint hotline.

Funding provides for approximately 440 trained and certified volunteers, overseen by paid Regional Ombudsmen, to visit facility residents weekly, listen to their concerns and assist them in resolving their complaints.

Fast Facts

- Funding levels provide for direct service, in facilities, to approximately 61,000 nursing home, boarding home, and adult family home residents
- CTED is responsible for negotiating and monitoring contracts, providing technical assistance while reimbursing contractor expenditures and maintaining program data

Statutory Authority

PL 105-659 Rehabilitation Act of 1975, as amended - U.S. Dept. of Education

RCW 43.63A.275

For More Information

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Long-term Care Ombudsman Program



Low Income Heating and Energy Assistance Program

Assisting Washington's vulnerable populations to maintain affordable, dependable utility service

Purpose

The Low Income Heating and Energy Assistance Program (LIHEAP) program is a federally funded block grant that provides money to help low income households make home heating more affordable, avoid shutoff of utility services during the winter and maintain a warm, safe and healthy environment for households with young children, the elderly and the disabled.

Results and Achievements

About 20 percent of those who qualify statewide (estimated at 302,000 households) are receiving a grant. The LIHEAP Act mandates the highest level of assistance is provided to the lowest income households with the highest energy consumption, taking into account family size.

Performance Measures

- Decrease the number of low-income households whose home heating is shut off during winter by providing fast track energy assistance and intervention services to 21,400 households
- Reduce the percentage that each low-income income household spends on heat from nine percent to five percent

Services

Energy Assistance Program (EAP) payments are made to energy companies in most cases, or directly to clients to help pay a portion of home heating costs. Client education and furnace repair/replacement are also offered.

Weatherization (Wx) services include the installation of weatherization materials and minor home repairs for low-income households. Energy consumer education is also offered.

Fast Facts

- Demand for LIHEAP services is at an all-time high - one county agency experienced a 750 percent increase in crisis appointments on the first day it opened its doors
- Even with LIHEAP assistance, families have to take drastic actions to pay their energy bills - 78 percent nationwide reduced basic expenses for household necessities to afford their energy bill

Statutory Authority

RCW 43.63A.115
Community Action Agency Network, delivery of anti-poverty programs

For More Information

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Low Income Heating and Energy Assistance Program



Prostitution Prevention and Intervention Program

Providing healthy employment and life alternatives

Purpose

The Office of Crime Victims Advocacy (OCVA) established the Prostitution Prevention and Intervention Program in 1995 to provide counseling, parenting skills training, housing relief, education and vocational training to help prostitutes and their ability to leave or avoid prostitution.

Results and Achievements

To date, the program has not been implemented because of insufficient funds in the account to support the program. The fund is a non-appropriated/non-budgeted account.

Performance Measures

Awards are to be made competitively. Five percent of the program funds can be used for administrative purposes

Services

A person who is convicted of or given a deferred prosecution as a result of an arrest for violating prostitution-related laws, or comparable county or municipal ordinances, is to be assessed a fee. These fees are to be collected by the clerk of the court and distributed each month to the Washington State Treasurer for deposit into the prostitution prevention and intervention account for the purpose of funding this program.

Activities that can be funded through the program include counseling, parenting skills training, housing relief, and education and vocational training activities that comprehensively address the problems of persons who are prostitutes and enhance the ability of persons to leave or avoid prostitution.

Fast Facts

- The program has not yet been implemented because of insufficient funds in the account.

Statutory Authority

RCW 43.63A.720
monetary penalties

RCW 9A.88
Washington State Criminal Code

For More Information

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Prostitution Prevention and Intervention Program



Re-employment Support Centers Program

Assisting residents in five counties who have lost their jobs in gaining employment

Purpose

The Re-employment Support Centers Program (RSC) provides direct and referral services to workers in five counties who have recently lost their jobs.

Results and Achievements

Between July 1, 2003 and June 30, 2004, Reemployment Support Centers provided:

- 21,661 units of service, including such categories as reemployment counseling, job search assistance, training referrals, shelter, food and utility costs, financial counseling, and many others

Performance Measures

- Maintain contracts that deliver short-term supportive services to the newly unemployed
- Maintain current levels of service, designated as units of service or numbers of individuals served

Services

RSC provides coordinated, rapid response and counseling services to help individuals re-enter the workforce quickly, and to help maintain family stability and security.

The Center serving King County is operated by the Seattle Worker Center. Olympic Community Action Program RSC serves communities in Clallam and Jefferson Counties through locations in Forks, Port Angeles and Port Townsend. The Pacific Mountain Career Transition Center located in Grays Harbor serves Grays Harbor and Pacific Counties, with local offices in Tahola, Aberdeen, South Bend, and Long Beach.

Fast Facts

- The King County program served 43 employers and 4,626 dislocated workers in 2004
- By working on-site at the remote Tahola location, the Grays Harbor/Pacific counties program has enabled unemployed 20- to 30-year old Quinault tribe fisherman to become trained and rise from poverty-level wages to a \$20-30/hour wage level
- In Clallam and Jefferson counties, RSC funding leveraged more than \$80,000 in local Home Funds, supporting nearly 1,000 people

Statutory Authority

RCW 43.330.130

RCW 39.34

Washington State Interlocal Cooperation Act

For More Information

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Re-employment Support Centers Program



Residential Energy Assistance Challenge

Encouraging energy technology to provide affordable utilities for low-income residents

Purpose

Traditional low-income energy programs only reach a portion of the low-income population in Washington state that needs help paying for electricity and natural gas year-round. The Residential Energy Assistance Challenge program (REACH) is a competitive, federal grant that increases the self-sufficiency of low-income families by finding fixed-price energy sources and exploring wind power options in Washington.

Results and Achievements

- Twelve megawatts of wind power dedicated to low-income households will be developed through partnerships between local, state and federal agencies and organization
- The energy burden of 12,000 low-income families will be reduced by 20 percent

Performance Measures

- Develop one wind powered generation facility to create 12 megawatts of wind power dedicated to low-income households

Services

The Department of Community, Trade and Economic Development is contracting with Bellingham-based A World Institute for a Sustainable Humanity (A W.I.S.H.) to develop 12 megawatts of wind power dedicated to low-income households and to reduce the burden of 12,000 families currently eligible for assistance by 20 percent. The idea is to help agencies that serve low-income people buy and operate wind turbines, exchanging the energy produced with other power companies for rate discounts and rebates.

Fast Facts

- More than \$12.6 million dollars is estimated to be leveraged annually through REACH activities through 2008
- Twenty-four Community Action Agencies serving 40,000 low-income households statewide receive some sort of REACH-leveraged funds every year
- Five public utilities and three investor-owned utilities created low-income programs with REACH-funded advocacy

Statutory Authority

RCW 43.63A.115
Community Action Agency network, delivery of anti-poverty programs

For More Information

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Residential Energy Assistance Challenge



Retired and Senior Volunteer Program

Capitalizing on Washington's senior population's skills and energy for community improvement

Purpose

The Retired and Senior Volunteer Program (RSVP) recruits citizens over 55 to help with community needs and solve community problems. RSVP programs throughout Washington are a major source of support for nonprofit agencies and state programs that depend on volunteers for their operation.

Results and Achievements

One of the most cost-effective programs in all of Washington State government, RSVP's 15,659 volunteers provided 2,599,570 million hours of service to their communities in 2003, equivalent to \$41,723,099 in service hours.

Performance Measures

- Maintain the capacity of 18 community RSVPs to meet basic needs in education, literacy, housing, crime prevention, drug abuse prevention, respite care, long-term care and other programs

Services

RSVP recruits and refers volunteers to assist with public programs, including those related to: Youth tutoring/mentoring; adult literacy; community disasters; crime prevention; long term and respite care; guardianship; food banks; home chore/meal services; environmental restoration; fraud prevention; and assistance to small businesses.

Eighteen local RSVPs recruit and assist in the placement, training and recognition of volunteers. All but seven counties are covered. The Department of Community, Trade and Economic Development contracts with the RSVP Directors' Association. The Directors' Association subcontracts with the 18 local programs.

Fast Facts

- Congress created the RSVP program in 1969
- The Washington State Legislature allocates \$193,000 annually, providing half of the required 30 percent federal match
- Statewide, 582 volunteers served 115,426 hours working on crime prevention and public safety, saving the state more than \$1.8 million.

Statutory Authority

RCW 43.63A.275
Retired senior volunteer programs

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Retired and Senior Volunteer Program



Rural Domestic Violence and Child Victimization Grant

Enforcement Grant

Purpose

The Office of Crime Victims Advocacy (OCVA) Rural Domestic Violence and Child Victimization Enforcement Grant Program enhances the safety of victims of domestic violence, dating violence and child abuse by supporting projects uniquely designed to address and prevent these crimes in rural America.

Results and Achievements

- These projects started October 1, 2005. Expected results and achievements for the Rural Healthcare Project include training of healthcare providers to identify and appropriately respond to victims of domestic violence, such as the development of protocols and effective strategies for intervention, screening of abuse by trained medical providers, documentation of the abuse, confidentiality, intervention, referrals, follow-up care and onsite services to improve the safety of victims.
- Anticipated results and achievements for the Rural Faith-based Initiative include building capacity within religious communities to provide appropriate support to victims of domestic violence, provide training and education to clergy and congregations on becoming faith-based safe havens for domestic violence victims.

Performance Measures

- Number of trainings provided to healthcare providers and congregations.
- Number of domestic violence victims assisted by project partners.

Fast Facts

- One in 13 Washington women reported going to the doctor sometime in their lives because of an injury from an intimate partner, and a similar number reported that they needed to see a doctor, but didn't.
- Studies in hospitals and emergency rooms have identified domestic violence as an often-unrecognized factor in female patient injuries.
- Fewer than 10 percent of physicians take time to ask patients about violence in their lives.

For More Information

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Rural Domestic Violence and Child Victimization Grant

Statutory Authority

United States Department of Justice, Office of Justice Programs, Violence Against Women Program Office under authority of Title IV of the Violent Crime Control.

Law Enforcement Act of 1994, Public Law Number 103-322, 108 Stat. 1796 (September 13, 1994).

Services

The Rural Domestic Violence and Child Victimization program funds the Amigas project that educates, provides advocacy services, and emergent legal representation to women and teens within the Latina communities of Yakima, Benton, Franklin, Walla Walla, and Klickitat counties. This program also provides funding to enhance the handling of domestic violence issues by rural and tribal court judges in dependency cases.

“This grant has provided the ability to increase the number of bilingual/bicultural staff at the program providing direct services to victims.”
–The Amigas Project



Sexual Assault Prevention Program

Assisting communities in raising awareness about sexual assault and providing prevention services

Purpose

The Office of Crime Victims Advocacy (OCVA) Sexual Assault Prevention Program is designed to increase awareness of sexual assault/abuse and build skills within communities to prevent sexual violence.

Results and Achievements

- CSAPs and community-based agencies will conduct more than 9,000 prevention presentations and activities
- More than 230,000 community members will participate in sexual assault prevention activities and presentations

Performance Measures

- Number of information and awareness activities, number of skill-building activities, and number of participants in information and awareness and skill-building activities
- Accreditation standards for CSAPs require evidence of partnership and participation of stakeholders in community development prevention activities

Services

Through contracts with the OCVA, accredited Community Sexual Assault Programs (CSAPs) and other community-based agencies conduct the following prevention services:

Information and Awareness: Informing the community and increasing the awareness of and knowledge about sexual abuse/assault.

Skill-Building: Programs and presentations focused on building skills within the community to prevent sexual abuse/assault.

Social Change: Promoting attitudes, behaviors and social conditions that will reduce and ultimately eliminate factors that cause or contribute to sexual violence.

Fast Facts

- This project is one of only a few programs statewide training judges about dynamics of domestic violence
- Victims of domestic violence with limited English proficiency have the highest rate of lethality within violent relationships
- The Amiga's Project improves access to systems of support for Latina women in Washington

Statutory Authority

Funding through an Inter-Agency Agreement with the state Department of Health. These funds are authorized under the federal Violence Against Women Act, Title IV of the Violent Crime Control and Law Enforcement Act of 1994.

RCW 43.280

Activities

RCW 70.125

Victims of Sexual Assault act

For More Information

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Sexual Assault Prevention Program



Sexual Assault Treatment Program

Assisting communities in crises intervention and treatment of victims of sexual assault

Purpose

The Office of Crime Victims Advocacy (OCVA) Sexual Assault Treatment Program provides comprehensive crisis intervention, advocacy and treatment services to victims of sexual assault and abuse.

Results and Achievements

- An accredited community sexual assault program (CSAP) serves every county in Washington
- About 10,000 new clients receive services each year, and 65 percent of those who receive treatment will be children

Performance Measures

- Number of clients served and number of units of service provided by type of service
- The quality and consistency of these community-based services are assured through an accreditation standard and review process and through service standards

Services

The purpose of the program is to:

- Alleviate acute and long-term distress resulting from sexual assault

Fast Facts

- The program serves child and adult victims of sexual abuse and assists families and significant others of abuse victims
- More than one-third of the state's women have been sexually assaulted during their lifetime
- Nearly 80 percent of all sexual assaults occur prior to age 18 and survivors are more likely to report health, mental health and life difficulties than people who have not been crime victims

For More Information

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Sexual Assault Treatment Program

Statutory Authority

RCW 43.280

*Applications, activities,
minimum requirements*

RCW 70.125

Definitions, activities

RCW 74.14B.

Children's services

- Provide support and assistance to victims to enhance their recovery from sexual assault
- Assist victims in gaining access to the legal system
- Support victims throughout the legal process to ensure their interests are represented and rights are upheld

OCVA contracts with 40 accredited community sexual assault programs (CSAPs) and other local agencies to provide access for victims of sexual assault/abuse to services of crisis intervention, information and referral, legal advocacy, medical advocacy, general advocacy as well as therapeutic interventions.

“Sexual Assault Treatment funds provide 44 percent of our current budget. Without this base of support, I doubt we would exist.”

—*Sexual Assault Center of Pierce County*



STOP Violence Against Women Program

Supporting communities and law enforcement in responding to violence against women

Purpose

The Office of Crime Victims Advocacy (OCVA) uses the Services-Training-Officers-Prosecutors (STOP) program to support comprehensive and coordinated responses to female adult victims of sexual assault, domestic violence and stalking crimes.

Results and Achievements

In 2002, through the STOP program:

- Prosecution offices with STOP contracts filed 4,335 charges in sexual assault, stalking, domestic violence, and protection order violation cases
- Law enforcement offices with STOP contracts received 41,596 cases on sexual assault, stalking, domestic violence, and protection order violations
- Victim advocacy agencies provided primary victims of stalking, domestic and sexual violence 23,305 units of service
- 28,582 bed nights through shelters and transitional housing were provided to domestic and sexual violence victims and families

Fast Facts

- A multi-disciplinary team and STOP contract serve every county in Washington
- Grant requirements foster coordinated community response and cooperation amongst victim advocates, law enforcement and prosecutors
- STOP funds support services to victims of stalking, domestic, and sexual violence

Performance Measures

OCVA measures performance by the level of activity and participation of local law enforcement, prosecution, and advocates in each county statewide.

Additional marks of excellence include:

- Low dual arrest levels
- Extended partnerships with organizations serving marginalized communities
- Units of services
- Improved capacity and competency of law enforcement and prosecutors working within the criminal justice process

For More Information

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STOP Violence Against Women Program

Statutory Authority

United States Department of Justice, Office of Justice Programs, Violence Against Women Program Office under authority of Title IV of the Violent Crime Control.

Law Enforcement Act of 1994, Public Law Number 103-322, 108 Stat. 1796 (September 13, 1994).

Services

STOP Grant funds support advocacy, therapy, information and referral, crisis intervention, shelter, training and equipment, specialized crime units.

“(The city of Port Angeles) attorney is overwhelmed... having the grant money to hire outside counsel to give the domestic violence cases special attention really helps because they need the extra time and attention.”
—Clallam County



Violent Crime Victim Services

Assisting crime victims through advocacy, crises intervention and outreach

Purpose

The Office of Crime Victims Advocacy recognizes victims of violent crimes other than sexual assault and domestic violence are an underserved population in Washington State. The Families and Friends of Violent Crime Victims is the only statewide, community based organization in the state providing direct serves to this crime victim population.

Results and Achievements

In 2003, Families and Friends of Violent Crime Victims provided:

- General advocacy services to 200 underserved victims of crime
- Monthly peer support group meetings throughout Washington state
- Two 40-hour trainings to volunteer advocates
- Criminal justice system advocacy to 234 victims/survivors
- Immediate crisis intervention to 256 victims/survivors
- Outreach and education to communities through distribution of brochures, posters, trainings, newsletters
- Actively participated and provided expertise on the Attorney General's Task Force on Missing Persons and Unidentified Remains

Performance Measures

OCVA measures the level of performance based on quarterly and yearly reporting

Services

OCVA administers a contract for Families and Friends of Violent Crime Victims, a community based, private non-profit organization providing

Fast Facts

- Families and Friends of Violent Crime Victims is the only statewide, community-based organization providing direct services to violent crime victims
- Victims of homicide and assault (other than sexual assault and domestic violence) have been identified as an underserved crime category
- The Task Force Report on Underserved Victims of Crime, 2002, recommended that the Legislature prioritize crime victim services

Statutory Authority

RCW 43.280.080
*Office of Crime Victims
Advocacy*

For More Information

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Violent Crime Victim Services

“The mission of Families and Friends of Violent Crime Victims is to support and advocate for victims of violent crime, adult missing persons, and their loved ones, and to provide education about victims’ rights and services.”
–*Families and Friends of Violent Crime Victims*

direct services to violent crime victims and their survivors (other than sexual assault and domestic violence victims) statewide.

Services include: medical, legal and criminal justice advocacy, crisis line support, referrals, peer support groups, direct assistance for medical care, shelter, food and childcare services, property repair, transportation, and death notification. These services are provided through staff and highly trained volunteers.



WorkFirst Coordination

Working together for a job, a better job, a better life for Washington residents

Purpose

CTED is one of four WorkFirst partner agencies who provide services to help Temporary Assistance to Needy Families (TANF) prepare for employment and go to work. CTED provides three programs under WorkFirst, Community Jobs, Local Area planning and Business Outreach.

CTED coordinates 32 Local Area Planning (LPA) Partnerships statewide whose primary role is to collaborate and develop services for TANF families. CTED provides leadership, technical assistance, communications, policy support, training and resources to LPAs to enhance their ability to serve TANF families and to meet performance expectations of the WorkFirst program.

In addition, CTED has provided specific services to connect local economic development entity efforts with the goals of local WorkFirst programs.

Results and Achievements

Thirty two local area planning groups continue to provide leadership at the local level to meet challenges of the WorkFirst program. These groups consist of the partners, DSHS, Employment Security, and community college and technical college staff, as well as a wide variety of other local service providers, including: tribes, WDCs, EDCs, charities and not-for-profits, and other community based organizations.

Last year over \$80,000 was contracted out to LPAs to support special initiatives and projects designed to increase partnership, performance and program improvements.

CTED Business Outreach supported three projects between WorkFirst LPAs and their local economic development entities to create new pathways for WorkFirst job seekers into employment opportunities. These projects were highly successful in raising the visibility of WorkFirst with the local business community and creating new economic and workforce development partnerships.

Fast Facts

- Thirty-two Local Planning Areas (LPAs) statewide meet monthly to develop, implement and monitor services for WorkFirst families.
- In 2005, CTED WorkFirst made \$80,000 available to Local Planning Areas to support partnership, innovation and program performance.
- CTED funded three projects with WorkFirst Business Outreach funding to create partnerships between local WorkFirst program goals and economic development initiatives.

For More Information

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WorkFirst Coordination

Statutory Authority

RCW 74.08A
*Washington WorkFirst
Temporary Assistance for
Needy Families.*

RCW 74.08A.280
*Program Goal - Collaboration
to develop work programs,
Contracts, Service areas,
Regional plans.*

Services

Key program elements include:

- Developing local WorkFirst partnerships that reflect services needed to help TANF families go to work
- Advocating for local input with decision makers on WorkFirst policy and operations
- Providing leadership, communications, technical assistance, training and funding to LPAs in support of performance and innovation
- Promoting collaboration between WorkFirst partners, community service providers, workforce development specialists and employers
- Supporting local innovative projects that reflect the unique needs of communities as they work together to help TANF families go to work and become self-sufficient

Performance Measures

- Full participation and accountability of all 32 LPAs as they work together to 1) meet each agency partners' individual performance measures and to 2) meet the Governor's overall WorkFirst performance targets
- Meet all GMAP performance targets (in development).